

KB0015703

# What is the Meijer store Return, Refund and Exchange policy?

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Please note - if you have an issue with a pickup or delivery order (missing or damaged items, etc.), please call Meijer Customer Care at 1-877-E-Meijer (1-877-363-4537) between 7am and 10pm EST for assistance.

For in-store purchases, please visit the service desk.

## Returns, Refunds, and Exchanges

Meijer strives for a quick, easy, and positive return experience and has established the following guidelines in the event a purchase must be returned or exchanged:

- Returns without a receipt are subject to lowest sale or promotional pricing within the past 90 days.
- For returns of items purchased as part of a Meijer special event, bundled offer, or promotion, any discounts on the original purchase may be allocated appropriately when determining the value of the return.
- For items returned where the qualifying purchase produced a Catalina coupon, the coupon does not have to be returned with the item. However, if the coupon is not returned with the item, the return value of the item being returned will be reduced by the amount of the coupon.
- mPerks rewards/points will not be refunded in any form for merchandise returns.
- All returns will be refunded in the original purchase tender type. If no receipt is present, a Meijer Merchandise Return Card will be issued for the refund value.
- In the event a return is attempted without a receipt, Meijer will try to look up your original purchase receipt. For any purchase made within the past 90 days, we can find a record of the transaction if your mPerks account number was entered, or if payment was made with a credit card, debit card, EBT card, or personal check.
- For returns without a receipt, valid ID will be required and recorded.
- Please see below for additional details by product category.

## Grocery: Meijer guarantees the freshness and quality of our food items.

- We will provide a full refund for all consumable food items with or without a receipt, provided they are not WIC approved food items.
- For state-approved WIC items, only an even exchange for an identical item is permitted. Meijer will provide a refund if a receipt is presented showing the item was not purchased in a WIC transaction. Refunds for food items, including produce and infant formula, which may have been purchased with WIC is not permitted.

## General Merchandise: Meijer will honor General Merchandise refunds and exchanges within 90 days of purchase. After 90 days, manufacturer warranty applies. Exceptions to the return policy include:

- Electronics without data storage capabilities, photos, books, magazines, and gas-powered equipment must be returned within 30 days. After 30 days manufacturer warranty applies.
- Items with data storage capabilities – including but not limited to MP3 players, tablets, computers, cell phones, memory cards and game systems – must be returned unopened

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and unused. If defective and opened, only exchange for an identical item is permitted.

- Tents, canopies, airbeds and electronic media – including but not limited to video games, DVDs and CDs – must be returned unopened. If defective and opened, only exchange for an identical item is permitted.
- Items powered by flammable liquids or gas are subject to additional restrictions and fees up to \$25.
- Items not eligible for return include: alcoholic beverages, tobacco products, nicotine-based products, electronic cigarettes, prepaid wireless products, gift cards and collectibles (such as collector cards) or blood glucose monitors.
- Nursery Stock refunds are guaranteed one year from date of purchase on all trees and perennials, valid receipt must be presented.
- All Pharmacy returns of prescription drugs, insulin, insulin syringes and Key 630 items must be handled at the Pharmacy by a Pharmacist.
- Items purchased on style.meijer.com may only be returned in-store.
- Pet fish will be refunded for any reason within 10 days of purchase. Receipt is required. Fish does not have to be returned to store.

**Meijer stands behind our name; any product with the “Meijer” brand may be returned with or without a receipt, provided it is not a state-approved WIC item. For state-approved WIC items, only exchange for identical item is permitted.**

Meijer reserves the right to restrict or refuse returns, refunds and exchanges.

For information on obtaining a duplicate receipt, please click [here](#).

Refunds can take up to 7 days to appear on credit and debit cards. This may vary based on the financial institution that issued the card.

If you need additional assistance, please contact Meijer Customer Care at 1-877-E-Meijer (1-877-363-4537) between 7am and 10pm EST.

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**Meijer Customer Care** | 1-877-E-Meijer (1-877-363-4537)



**Hours of Operation** | Sunday-Saturday | 7am - 10pm EST

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